

**SERVICE USER EVALUATION OF THE SCOTTISH EAR  
RECONSTRUCTION SERVICE**

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## EXECUTIVE SUMMARY

In March 2014, a service user evaluation was conducted to assess the care provided by the Scottish Ear Reconstruction Service. The service evaluation replicated and extended the methods of a pilot evaluation carried out in 2010 and aimed to elicit the views and experiences of service users at various stages of treatment. Two-hundred and eighty-seven individuals were invited to complete a series of questionnaires related to out-patient appointments, and where applicable, in-patient stay and overall care after service discharge. Questionnaires were returned by 49 patients/families, representing 17% of invited service users.

In relation to out-patient appointments, more than 90% of respondents described statements about being listened to, feeling that they were treated well, worries were taken seriously, the team knowing how to help, getting enough explanation, and the team working together as 'certainly true'. Qualitative data demonstrated a high degree of satisfaction with appointments. In particular, respondents valued the quality of information provided during appointments; having full involvement in treatment decisions; being able to meet the team together in one room; good time-keeping; and remote clinics. Of the few negative responses about appointments, the majority were related to appointment practicalities such as parking and the number of people present during appointments.

In relation to in-patient stay, the majority of respondents answering this questionnaire rated the standard of information and standard of care before, during and after admission to hospital as 'very satisfactory'. In relation to overall care, rated by those who had been discharged from the service, the majority of respondents were satisfied with the level of access to information throughout the treatment process, reported improvements related to their appearance and confidence levels after surgery, and were happy with the treatment decision made.

The results of the evaluation reflect overwhelming gratitude and satisfaction with regards to the service. Comparison between the issues identified by service users in the 2010 service evaluation and the issues identified in the current service evaluation suggest improvements have been made during this time period. Recommendations for areas of service improvement and further plans for service evaluation and research are discussed.